GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:2994
ANSWERED ON:17.12.2015
Behaviour of Employees of Airlines
Gandhi Shri Dilip Kumar Mansukhlal

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the Directorate General of Civil Aviation (DGCA) has taken note of indiscriminate/indecent behaviour of the employees of Spice Jet and Air India towards passengers;

(b) if so, the details thereof along with the advisory issued by the Government for the airlines in this regard;

(c) whether the Government proposes to take strict action against the employees of such airlines showing disrespectful behaviour towards passengers; and

(d) if so, the number of such cases reported and action taken by the Government during the last three years and the current year, airlinewise?

Answer

Minister of State in the Ministry of CIVIL AVIATION
(Dr Mahesh Sharma)

(a) to (c): As submitted by Air India & SpiceJet, total number of complaints in respect of staff behaviour received from them during Jan 2012 - October 2015 is at Annexure-1.

As per the prevailing regulation, passengers are required to lodge their complaints with the airlines for redressal. All the scheduled domestic airlines have nominated and displayed the name and contact details of their Nodal Officer & Appellate Authority to settle the passenger
complaints within stipulated time period. If the airline fails to full fill their obligation, the passenger may complain to the statutory body set under applicable laws.

(d): As per monthly data submitted by the scheduled domestic airlines,total number of complaints in respect of staff behavior received from them during January 2012 - October 2015 is at Annexure-2. Airlines wise details of the complaints of the redressal status is at Annexure-3. Data prior to July 2014 is not available. Directorate General of Civil Aviation (DGCA) has issued Air Transport Circular 01 of 2014 on facilitation/courtesy to esteemed travelling public at airport. The circular specifies that all ground staff engaged in passenger handling, to undergo periodic soft skill training for sensitization, courtesy, behavior and procedure for assisting the passengers.